

## **Program B: Client Services**

Program Authorization: R.S. 36:477(B)

### **Program Description**

The mission of the Client Services Program is to help people meet basic needs and move toward self-sufficiency through the provision of direct services to applicants for, and recipients of, benefits under the many federally funded programs administered by the Office of Family Support (OFS).

The goals of the Client Services Program are:

1. To increase the efficiency and effectiveness of operations within the Office of Family Support.
2. To continue to implement the provisions of the Family Support Act of 1988.
3. To improve the quality of work life for OFS staff in the Client Services Program.

Major activities of this program include: eligibility determinations for the Family Independence Temporary Assistance (FITAP) Program (known at the federal level as the Temporary Assistance for Needy Families [TANF] Program, and formerly as the Aid to Families with Dependent Children, or AFDC Program), the FIND Work training and employment services Program (formerly called the JOBS Program), Food Stamps, Child Support Enforcement Services, Disability Determinations Services, and Child Care Assistance.

The Financial Assistance Division administers programs which recognize each individual's need for an income that will provide him with the basic necessities of life consistent with a standard of decency, and in recognition of the fact that some individuals have physical, mental, or societal handicaps which effectively deny them the opportunity of achieving a goal of self-support. Programs include Family Independence Temporary Assistance (FITAP) monthly cash assistance payments, Refugee Assistance, Disaster Relief (in times of natural disaster), and Transitional Services to former FITAP recipients.

The FIND Work training program was established to assist needy families with children to obtain the education, training and employment that will help avoid long-term welfare dependency.

The Food Stamp Program is a cooperative effort of Louisiana's Department of Social Services and the United States Department of Agriculture to provide low-income households in Louisiana an opportunity to obtain a more nutritious diet. This program's goal is to promote the general welfare and safeguard the health and well-being of the population through the issuance of benefits to all eligible households.

The Child Support Enforcement Program provides child support services, including establishment and enforcement of child, medical, and spousal support orders; location of absent parents; and collection and distribution of court ordered and voluntary obligations to FITAP and Non-FITAP recipients.

The Disability Determinations Services Program makes qualified decisions on initial applications and provides assistance in developing evidence for the federal Office of Hearing and Appeals on those claims that continue into the upper levels of the Social Security Administration appeals process. Continuing reviews of all persons who are determined to be disabled, and receive benefits, are conducted to assure their continuing eligibility.

The Child Care Assistance Program administers the Child Care and Development Block Grant and Title IV- A At-Risk Child Care Program in order to provide financial assistance for child care for low-income families. Payments are made directly to child care providers based upon family and income.

## RESOURCE ALLOCATION FOR THE PROGRAM

	ACTUAL 2000-2001	ACT 12 2001-2002	EXISTING 2001-2002	CONTINUATION 2002-2003	RECOMMENDED 2002-2003	RECOMMENDED OVER/(UNDER) EXISTING
MEANS OF FINANCING:						
STATE GENERAL FUND (Direct)	\$58,178,126	\$59,744,015	\$59,854,498	\$63,181,006	\$52,393,891	(\$7,460,607)
STATE GENERAL FUND BY:						
Interagency Transfers	1,868,764	1,122,180	1,374,026	1,122,180	1,122,180	(251,846)
Fees & Self-gen. Revenues	11,567,064	12,048,841	12,048,841	12,048,841	12,048,841	0
Statutory Dedications	0	0	0	0	0	0
Interim Emergency Board	0	0	0	0	0	0
FEDERAL FUNDS	99,742,296	119,587,216	119,863,786	123,904,150	123,791,113	3,927,327
TOTAL MEANS OF FINANCING	<b>\$171,356,250</b>	<b>\$192,502,252</b>	<b>\$193,141,151</b>	<b>\$200,256,177</b>	<b>\$189,356,025</b>	<b>(\$3,785,126)</b>
EXPENDITURES & REQUEST:						
Salaries	\$83,310,998	\$88,654,754	\$89,003,870	\$90,738,007	\$86,613,395	(\$2,390,475)
Other Compensation	188,021	77,444	77,444	77,444	77,444	0
Related Benefits	14,921,238	14,685,187	14,760,550	17,452,610	16,221,982	1,461,432
Total Operating Expenses	24,572,472	27,511,768	27,572,518	28,340,050	28,299,089	726,571
Professional Services	11,356,596	11,953,393	11,953,393	12,240,274	13,965,631	2,012,238
Total Other Charges	36,189,009	49,597,219	49,597,219	49,616,009	43,902,456	(\$5,694,763)
Total Acq. & Major Repairs	817,916	22,487	38,790	1,791,783	276,028	237,238
UNALLOTTED	0	0	137,367	0	0	(137,367)
TOTAL EXPENDITURES AND REQUEST	<b>\$171,356,250</b>	<b>\$192,502,252</b>	<b>\$193,141,151</b>	<b>\$200,256,177</b>	<b>\$189,356,025</b>	<b>(\$3,785,126)</b>
AUTHORIZED FULL-TIME						
EQUIVALENTS: Classified	2,994	2,945	2,948	2,948	2,692	(256)
Unclassified	0	0	0	0	0	0
<b>TOTAL</b>	<b>2,994</b>	<b>2,945</b>	<b>2,948</b>	<b>2,948</b>	<b>2,692</b>	<b>(256)</b>

The Table of Organization (T.O.) has been adjusted to reflect 7 Other Charges positions transferred to the authorized T.O. for fiscal year 2002-2003.

## **SOURCE OF FUNDING**

This program is funded with State General Fund, Interagency Transfers, Fees and Self-generated Revenue and Federal Funds. Interagency Transfers are from the Office of Community Services and the DSS, Office of the Secretary for joint and shared space costs, and from the DHH, Medical Vendor Administration program for shared space costs. Self-generated Revenue includes Title IV-D Child Support Enforcement collections; other miscellaneous collections including the state share of recoveries, recoupments, and refunds, and Family Independence Temporary Assistance Program (FITAP) child support collections and fees. Federal Funds are obtained from: the Social Security Act, Title IV-D, for support enforcement services; the Refugee Resettlement Act of 1980 (P.L. 212) for payments to needy refugees; the Temporary Assistance for Needy Families (TANF) block grant for temporary monthly cash payments; the Child Care Block Grant for child care assistance payments; the Social Security Act for disability determinations services; U.S. Citizens Repatriated (P.L. 86-571 and Section 1113 of the Social Security Act) for payments to impoverished U.S. citizens returned to this country, and the U.S. Department of Agriculture, Food and Consumer Service for Food Stamp eligibility determinations services.

## MAJOR FINANCIAL CHANGES

GENERAL FUND	TOTAL	T.O.	DESCRIPTION
<b>\$59,744,015</b>	<b>\$192,502,252</b>	<b>2,938</b>	<b>ACT 12 FISCAL YEAR 2001-2002 (Unadjusted for transfer of Other Charge positions)</b>
			<b>BA-7 TRANSACTIONS:</b>
\$5,083	\$77,053	0	Carry forward
\$105,400	\$310,000	7	Transfer funding from the Administration and Support Program for 7 positions transferred from the Office of the Secretary to the Client Services program
\$0	\$251,846	0	Department of the Military for Tropical Storm Allison
\$0	\$0	(4)	Gross Savings from Act 844 and RS 11:441(A)(4)
<b>\$59,854,498</b>	<b>\$193,141,151</b>	<b>2,941</b>	<b>EXISTING OPERATING BUDGET - December 20, 2001</b>
\$659,502	\$1,319,004	0	Annualization of FY 2001-2002Classified State Employees Merit Increase
\$0	\$0	0	Annualization of FY 2001-2002Unclassified State Employees Merit Increase
\$0	\$0	0	Annualization of FY 2001-2002Unclassified State Teacher Merit Increase
\$606,223	\$1,212,446	0	Classified State Employees Merit Increases for FY 2002-2003
\$0	\$0	0	Unclassified State Employees Merit Increases for FY 2002-2003
\$0	\$0	0	Unclassified State Teacher Merit Increases for FY 2002-2003
\$0	\$0	0	State Employee Retirement Rate Adjustment
\$0	\$0	0	Teacher Retirement Rate Adjustment
\$0	\$0	0	State Police Retirement Rate Adjustment
\$0	\$0	0	Risk Management Adjustment
\$0	\$408,958	0	Acquisitions & Major Repairs
(\$149,256)	(\$171,720)	0	Non-Recurring Acquisitions & Major Repairs
\$0	(\$60,750)	0	Non-Recurring Carry Forwards
\$0	\$0	0	Non-Recurring IEB's
\$0	\$0	0	Inflation
\$0	\$0	0	Legislative Auditor Fees
\$0	\$0	0	Rent in State-Owned Buildings
\$0	\$0	0	Maintenance of State-Owned Buildings
\$0	\$0	0	UPS Fees
\$1,895,459	\$3,790,918	0	Salary Base Adjustment
(\$1,889,634)	(\$3,779,269)	0	Attrition Adjustment

## MAJOR FINANCIAL CHANGES

GENERAL FUND	TOTAL	T.O.	DESCRIPTION
\$0	\$0	0	Personnel Reductions
(\$1,271,549)	(\$2,543,098)	0	Salary Funding from Other Line Items
\$0	\$0	0	Group Insurance Adjustment
\$0	\$0	0	Civil Service Fees
\$0	\$0	0	State Treasury Fees
(\$7,184,673)	(\$7,390,242)	(248)	Gubernatorial Position Reduction
\$0	\$0	0	Reserved for Other Statewide Adjustments
\$0	\$0	0	Workload Adjustment -
\$0	\$0	0	Other Annualizations -
\$0	\$0	0	Other Non-Recurring Adjustments -
\$0	(\$137,367)	0	Other Adjustments - Act 844 Reduction
\$0	(\$251,846)	0	Other Adjustments - Department of the Military for Tropical Storm Allison
\$57,120	\$168,000	0	Other Adjustments - Client Services Increase Postage for Support Enforcement
\$0	\$1,371,401	0	Other Adjustments - Enhanced Funding for Lump Sum Salary Adjustment
\$0	\$200,000	0	Other Adjustments - Enhanced Funding for IT Projects
\$0	\$0	(8)	Other Adjustments - Transfer eight (8) positions from Office of Family Support to Office of Management and Finance
(\$183,799)	(\$183,799)	0	Other Adjustments - Travel Reduction
\$0	\$250,000	0	Other Adjustments - TANF/DOE Oversight Increase
\$0	\$2,012,238	0	Other Adjustments - Increase EBT Contract Renewal
\$0	\$0	7	Other Adjustments - Positions Moved from Other Charges
\$0	\$0	0	Net Means Of Financing Substitutions -
\$0	\$0	0	New and Expanded Adjustments -
\$0	\$0	0	Miscellaneous adjustments
<b>\$52,393,891</b>	<b>\$189,356,025</b>	<b>2,692</b>	<b>TOTAL RECOMMENDED</b>
<b>\$0</b>	<b>\$0</b>	<b>0</b>	<b>LESS GOVERNOR'S SUPPLEMENTARY RECOMMENDATIONS</b>
<b>\$52,393,891</b>	<b>\$189,356,025</b>	<b>2,692</b>	<b>BASE EXECUTIVE BUDGET FISCAL YEAR 2002-2003</b>
			SUPPLEMENTARY RECOMMENDATIONS CONTINGENT ON NEW REVENUE:
\$0	\$0	0	None

**MAJOR FINANCIAL CHANGES**

<b>GENERAL FUND</b>	<b>TOTAL</b>	<b>T.O.</b>	<b>DESCRIPTION</b>
<b>\$0</b>	<b>\$0</b>	<b>0</b>	<b>TOTAL SUPPLEMENTARY RECOMMENDATIONS CONTINGENT ON NEW REVENUE</b>
<b>\$52,393,891</b>	<b>\$189,356,025</b>	<b>2,692</b>	<b>GRAND TOTAL RECOMMENDED</b>

## PROFESSIONAL SERVICES

\$50,820	Covington and Burling for legal representation before various federal agencies
\$3,832,886	Various medical consultants for disability determinations
\$30,000	Levy and Associates for computer programming
\$400,000	Media campaign expenses to reduce teen pregnancy
\$4,774,587	Deluxe Data for the Electronics Benefits Transfer program for food stamp and Family Independence Temporary Assistance Program recipients
\$425,000	Contingent collections contract for the support enforcement program
\$2,240,000	Central collections contract for support enforcement program pursuant to federal regulations
\$12,000	International Public Access Technologies for the collection of new hires data reported on the internet
\$188,100	Travel allowance for medical consultants contracts
\$2,012,238	Increase EBT Contract renewal
<b>\$13,965,631</b>	<b>TOTAL PROFESSIONAL SERVICES</b>

## OTHER CHARGES

\$13,115,296	Support enforcement contracts with District Attorneys, and the Louisiana District Attorney Association
\$12,199,528	Medical exams for the disability determinations service
\$6,500,000	Payment to clerks of court the federal share of the cost for support enforcement filing fees; the clerks of court provide the 33% state match for these
\$2,540,461	Payments for paternity testing for child support enforcement purposes
\$2,376,127	Louisiana Job Employment Program (LAJET) contracts to provide job skills training to food stamp program recipients
\$50,000	Head Start program collaboration contract
\$398,166	Comprehensive Work Experience Program workmen's compensation insurance payments for Family Independence Temporary Assistance Program recipients who are place in work experience assignments.
\$60,519	Casual labor for grounds maintenance of various field offices that have no staff available to perform this function
\$20,000	State Income Eligibility Verification System to match public assistance recipient files against those of the Internal Revenue Service for income verification purposes pursuant to federal requirements
\$423,415	Reimbursement of expenses to LAJET participants related to job training activities
\$163,000	Payments to the federal Office of Child Support Enforcement for access to the Federal Parent Locate Services and other electronic parent locate
\$14,857	Contracts for deaf interpreters for the eligibility determinations process
\$250,000	Payments to financial institutions to match bank records for support enforcement purposes
\$179,776	Registration fees for training section for reimbursement of tuition and registration fees for work related courses
\$210,650	Maintenance for state owned buildings not maintained by Buildings and Grounds
\$55,000	Semi-annual reporting for Food Stamp Program
\$31,200	The Work Number provided by TALX Corp. to provide up to date, accurate wage verification on program recipients

**\$38,587,995 SUB-TOTAL OTHER CHARGES**

**Interagency Transfers:**

\$1,651,416	Payments to the Division of Administration for rent and maintenance of State owned buildings
\$805,919	Payments to the Dept. of Labor for food stamp employment and training expenses
\$945,526	Payments to Louisiana State University, Cooperative Extension Service for nutrition education contract
\$500,000	Payments to Louisiana State University and Southern University at New Orleans for evaluation of the Temporary Assistance to Needy Families program
\$200,000	Payments to Louisiana State University for evaluation of teen pregnancy prevention efforts
\$211,600	Payments to the Attorney General for disability determinations fraud investigation and prosecutions
\$1,000,000	Payments to the Division of Administration for TANF oversight evaluation

**\$5,314,461 SUB-TOTAL INTERAGENCY TRANSFERS**

**\$43,902,456 TOTAL OTHER CHARGES**



## **ACQUISITIONS AND MAJOR REPAIRS**

\$276,028 Replacement of inoperable and obsolete equipment

**\$276,028 TOTAL ACQUISITIONS AND MAJOR REPAIRS**